Work Flow Efficiency Increases by 40% While Improving Patient Experience

The Problem

Regulations established by the Patient Protection and Affordable Care Act (The ACA) in 2016, required hospital organizations must meet four new requirements to qualify as a tax-exempt facility, one of which requires hospitals to implement *"…a comprehensive Financial Assistance Policy which is widely distributed and clearly describes the method for applying for Financial Assistance."*

Although many of the requirements mandated by ACA were not enacted until 2016, **Hospital A** was already hemorrhaging under the voluminous paperwork associated with their then manual, paper-driven Charity Care Program, a key component of the IRS mandated Financial Assistance Policy (FAP).

Hospital A had a simple Access database it used for entering and tracking Medical Financial Assistance (MFA) applications. The database had minimal functionality and was essentially an Excel spreadsheet with some very limited data mining capabilities. For the most part, even the simplest tasks required the intervention of the IS department.

Patient satisfaction was strained to critical levels as MFA applications went unattended for weeks and even months on end.

The PFA team was not meeting target application turnaround times, with over 3,000 MFA applications backlogged at any given time. Paper applications and supporting documents were scattered under desks, in drawers, in spare offices…literally "everywhere", creating a potential HIPAA violation.

The paper-driven manual process, an inadequate database/management system and heightened demands from senior leadership, all combined, resulted in a burgeoning staff and over-commitment of FTE resources just to maintain an already failing "system".

Hardcopy MFA applications create challenges for both the Patient and Provider.

Hospital Metrics

Ownership:
Voluntary Non-Profit

Annual Net Patient Revenue:
$4.4B

# of Staffed Beds:
640

# of Discharges:
34,354

Billing/RCM System:
EPIC Systems - Millenium

Primary System Components:

Hospitals	3
Physician Groups	7
Ambulatory Surgery Centers	6

The Solution

USCB America developed Caritas360, a fully-integrated electronic Charity Care Management Solution meeting the needs of both **Hospital A** and the hospitals patient population.

Today Caritas360's *eMFA* (electronic Medical Financial Assistance) online MFA application submission platform allows patients and guarantors to submit their MFA applications via a secured internet session. All submitted *eMFA* applications transmit in real-time to Caritas360's *vCCA* (virtual Charity Care Administration) portal, enabling **Hospital A** to review MFA applications immediately.

Features of Caritas360 include:

✓ Provides direct access to providers MFA application within two clicks via provider's online Patient Portal
✓ Efficient application adjudication process work flows
✓ Eliminates paperwork and assists with mitigating HIPAA violation risk while helping patients;
✓ Dashboards and business intelligence to support credible and defensible decisions relative to FAP application

The Results (after 180 days of implementation)

✓ MFA application backlog *dropped by 50%* from 3,000 to under 1,500
✓ MFA application processing time *dropped by a margin of 40%*
✓ PFA Charity Care Team staff *reduced by margin of 43%*
✓ Number of "hard-copy" MFA applications retained *reduced by 100%*

Improved Work Flow Efficiency

by increasing productivity by 40%, or more, over current levels.

Increased Profitability

by reducing # of employees/ operational costs associated with the MFA process.

Increased Patient Satisfaction

by processing MFA applications timely, minimizing delayed decisions.

Reduced Compliance Risk

by eliminating paperwork and processing MFA applications consistently, according to your FAP.

Caritas360
Continuing To Care